FSA CIO All Hands Meeting

November 12, 2002

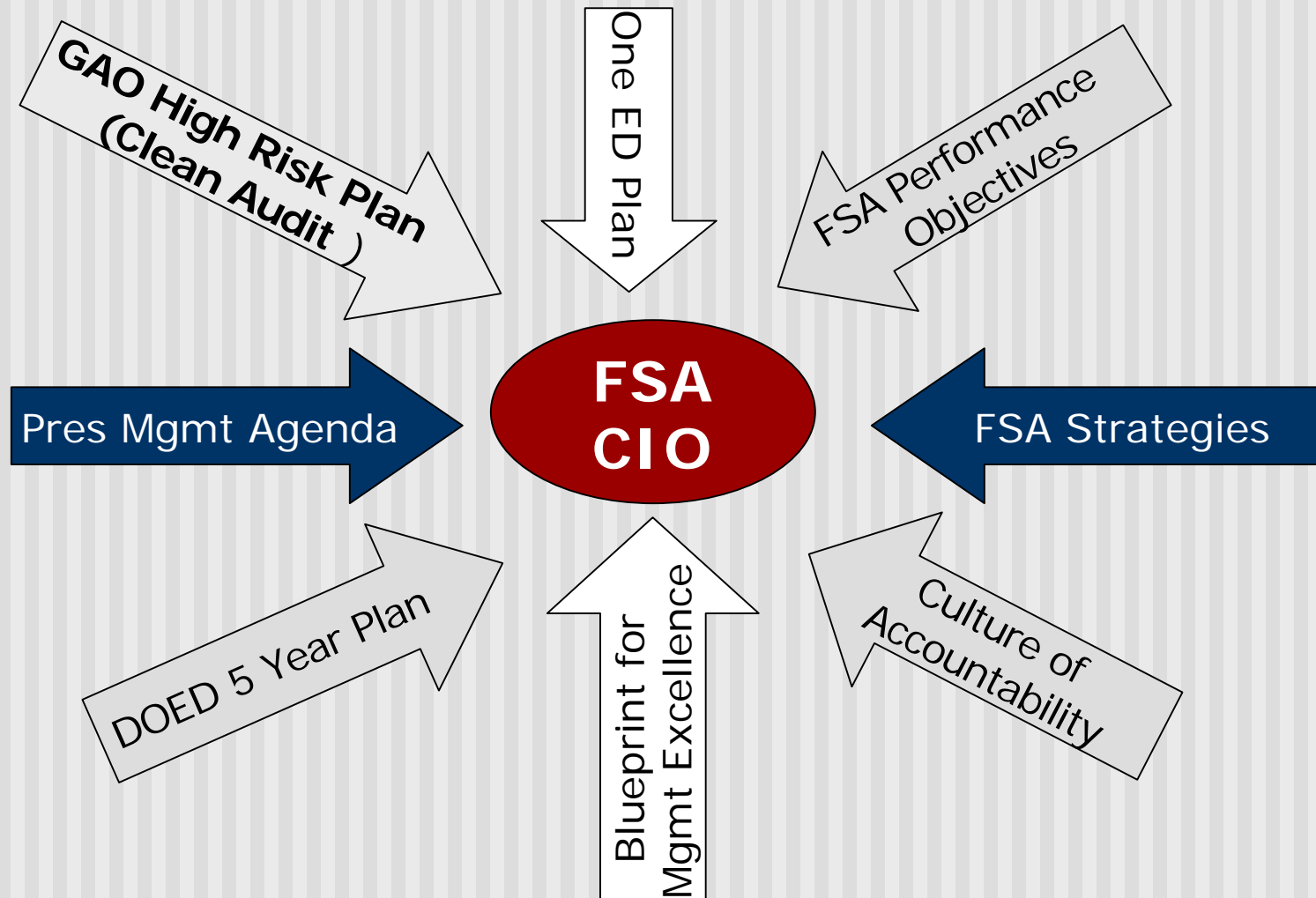# Opening

Welcome
by
Steve Hawald

Remarks
by
Terri Shaw

FSA's Strategic Drivers

GAO High Risk Plan (Clean Audit)

One ED Plan

FSA Performance Objectives

Pres Mgmt Agenda

FSA CIO

FSA Strategies

DOED 5 Year Plan

Blueprint for Mgmt Excellence

Culture of Accountability
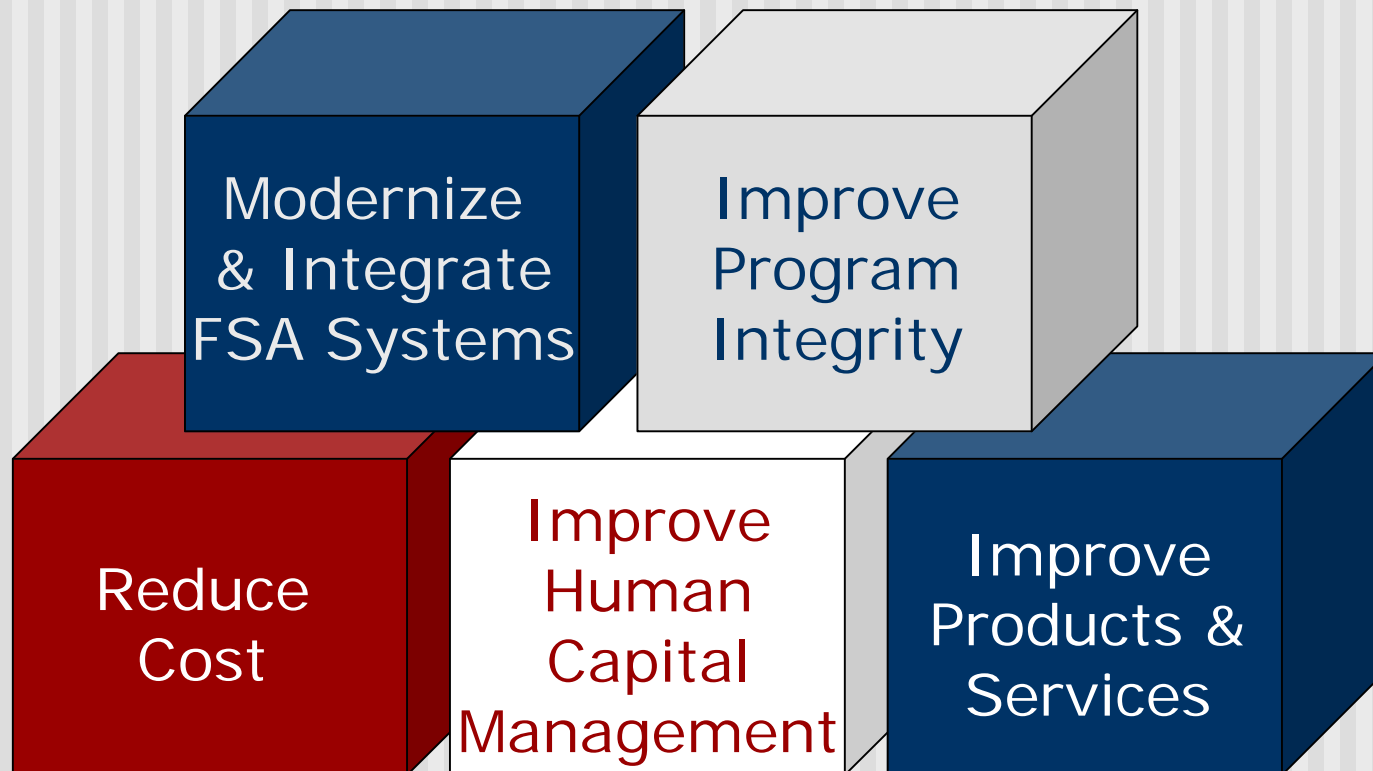
The Planning Process

- FY'03 strategies have been developed and are being validated by FSA Senior Leadership

- Strategic objectives determine the priorities/action plans for FY'03

- FSA success depends upon everyone working toward and contributing to our action plans
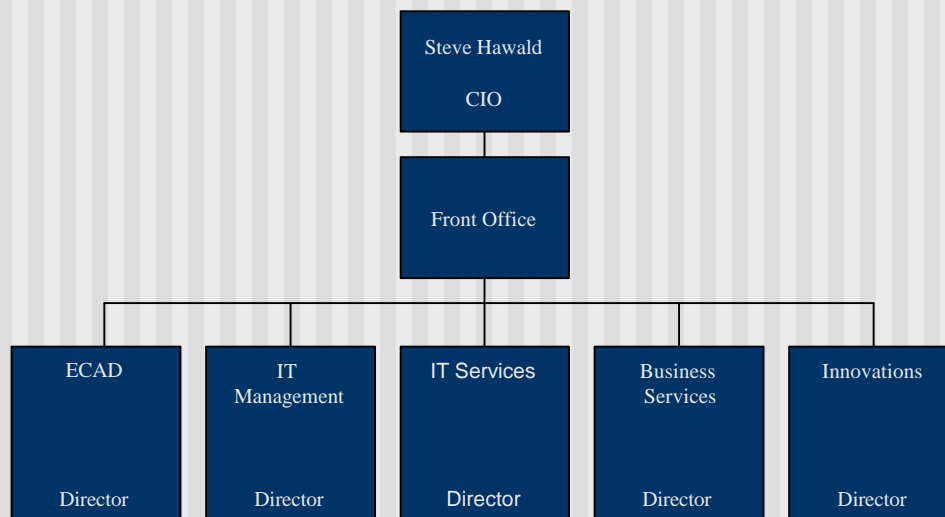
FSA FY '03 Strategic Objectives

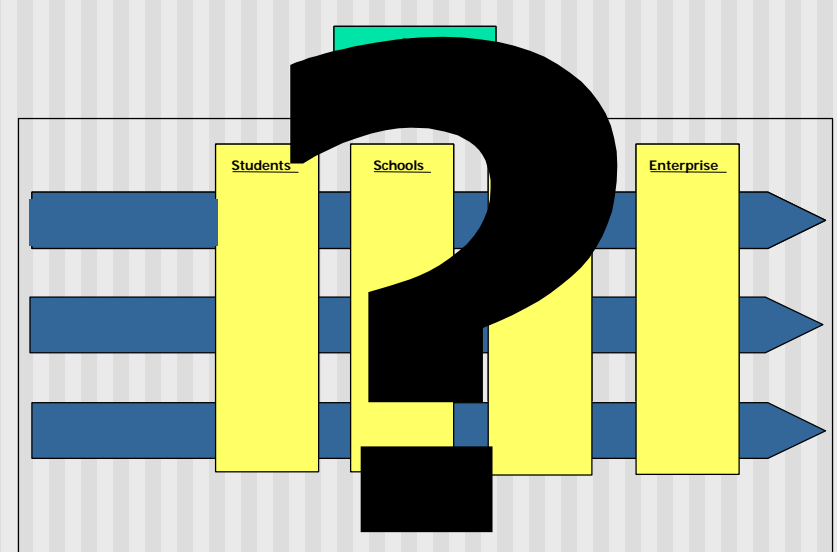**Clean Audit**

Removed from the GAO High Risk List

Modernize & Integrate FSA Systems

Improve Program Integrity

Reduce Cost

Improve Human Capital Management

Improve Products & Services

CIO: The Present & the Future

Where we are

Steve Hawald
CIO

Front Office

ECAD	IT Management	IT Services	Business Services	Innovations
Director	Director	Director	Director	Director

Functionally Oriented Structure

Where we may be heading

Students   Schools   Enterprise

Service Team-Oriented Business Units

Overarching CIO Objectives

Provide IT Governance

Deliver Enterprise-wide solutions, services & building blocks

Provide technical support services to add value to each business unit
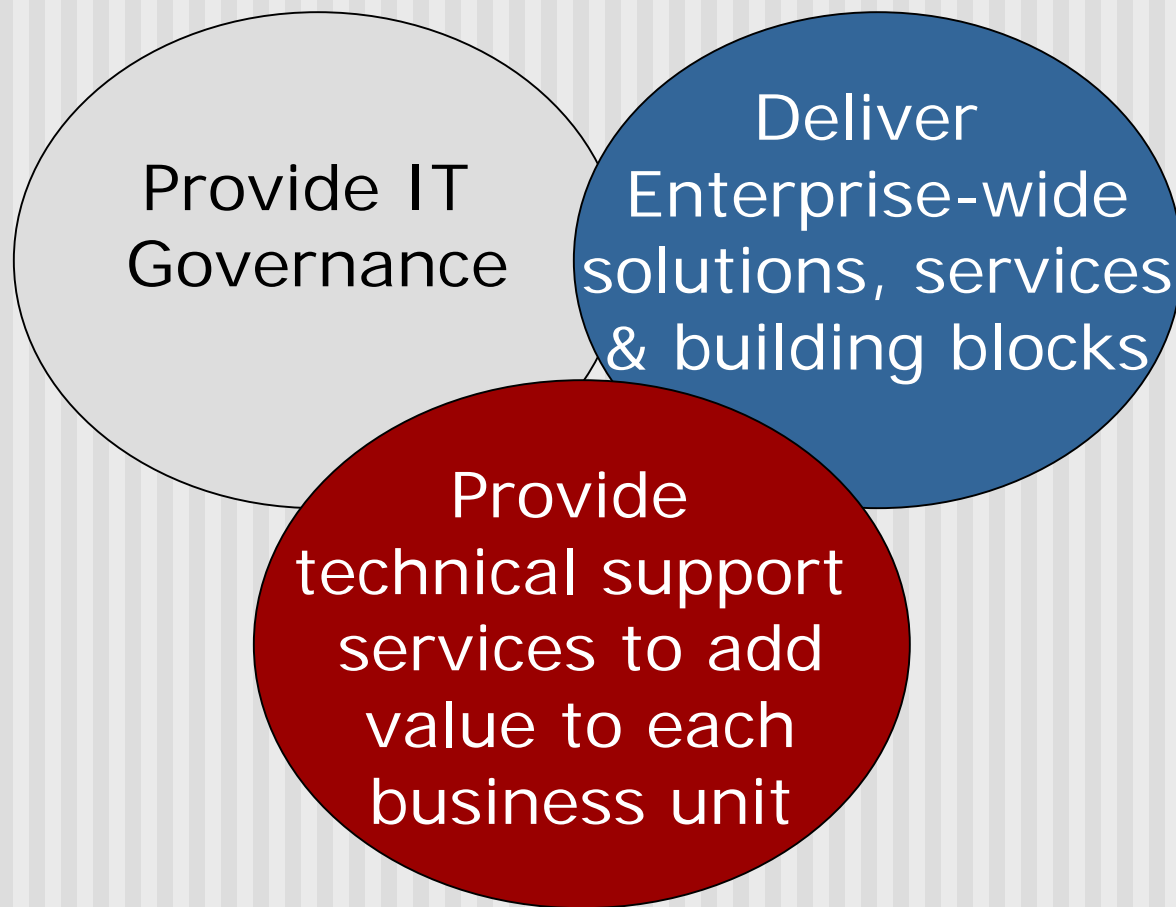
CIO Strategies

- Business/IT Alignment
- Manage efficiency of non discretionary spending
- Deliver reliable products and services
- Foster a culture of accountability and integrity
- Operate systems worthy of trust
- Leverage IT assets
- Employ emerging technologies to improve business performance
- Maximize effectiveness of CIO workforce

The Proposed 14 Services: A Review

1. Customer Planning
2. IT Portfolio Services
3. Project Management & Solutions Delivery
4. Modernization Program Services
5. Architecture Operations (EAI/ITA)
6. IT Operational Services (VDC)
7. Enterprise Application Services
8. Data Administration
9. Security Standards and Processes
10. Tools and Methods
11. Systems Quality Assurance
12. Technology Standards and Guidelines
13. Architecture Planning & Implementation
14. Emerging Technologies and Standards
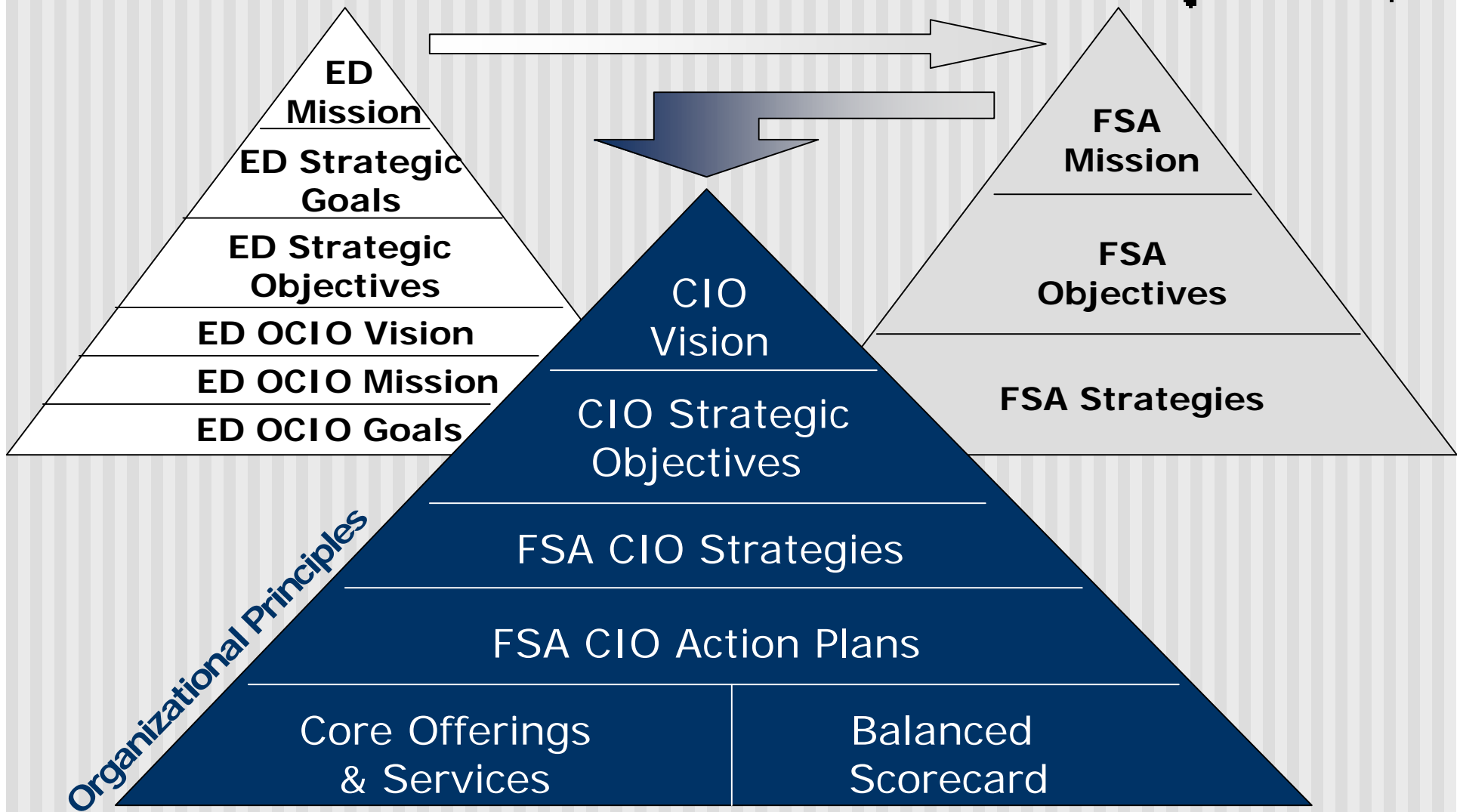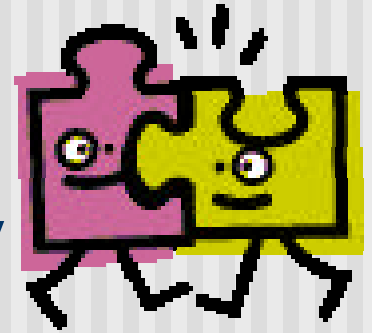
Proposed CIO Balanced Scorecard

- What is a Balanced Scorecard?
  - A tool that translates a company's vision & strategy into a coherent set of performance measures" (Robert Kaplan)
  - A communication vehicle
- Why are we doing a Balanced Scorecard?
  - Aligns resources to strategy
  - Provides a journal measurement system

Proposed CIO Balanced Scorecard

Customer/Public	**IT Investment Management**
• IT Business Alignment • Deliver Reliable Products & Services	• IT/FSA Strategy Alignment • Enterprise Architecture Compliant Asset Base • Leverage Enterprise IT Assets
IT Processes	**Human Capital Management**
• Deliver Reliable Products & Services • Operate Systems Worthy of Trust	• Personnel have the skills and competency necessary for doing their jobs • Manage Knowledge Capital • IT Business Alignment • Foster a culture of accountability and integrity

How Everything "Fits Together"

Left pyramid (ED)
- ED Mission
- ED Strategic Goals
- ED Strategic Objectives
- ED OCIO Vision
- ED OCIO Mission
- ED OCIO Goals

Center pyramid (CIO)
- CIO Vision
- CIO Strategic Objectives
- FSA CIO Strategies
- FSA CIO Action Plans
- Core Offerings & Services
- Balanced Scorecard

Right pyramid (FSA)
- FSA Mission
- FSA Objectives
- FSA Strategies

Organizational Principles

OCIO & FSA CIO Working Together

Our collaborative relationship continues to build...

- Harry Feely: Chair of the Architecture Steering Group
- Harry Feely: Co-chair of the DOED GPEA Program
- Charlie Coleman: DoED lead for eGov/eLoans
- Harry Feely & Steve Allison: Coordinators for FSA/DOED Investment Planning
- We are working together on GISRA & Security planning and improvements
- Certification & Accreditation Tool
- VOIP support
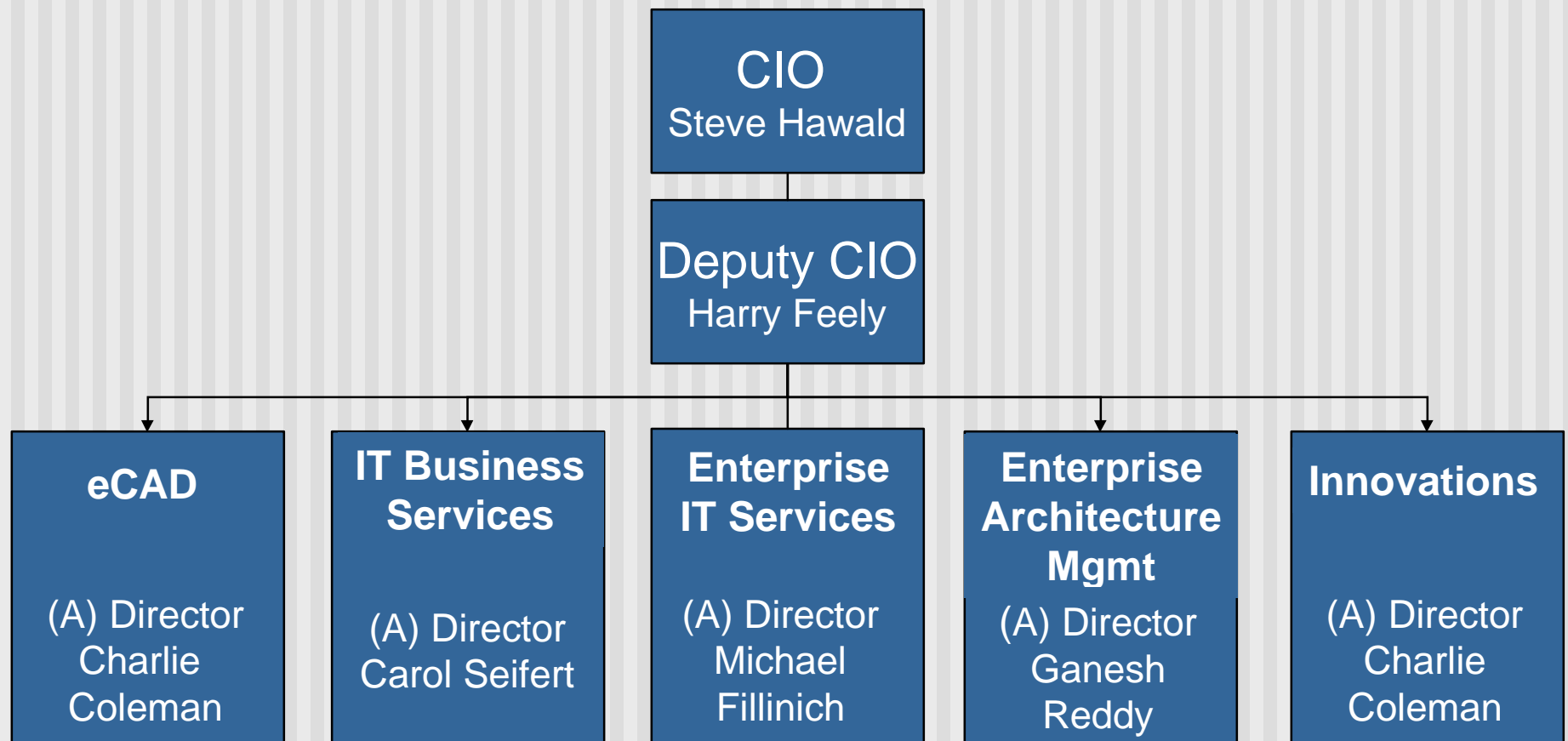- Video/teleconferencing
- Telecommunications
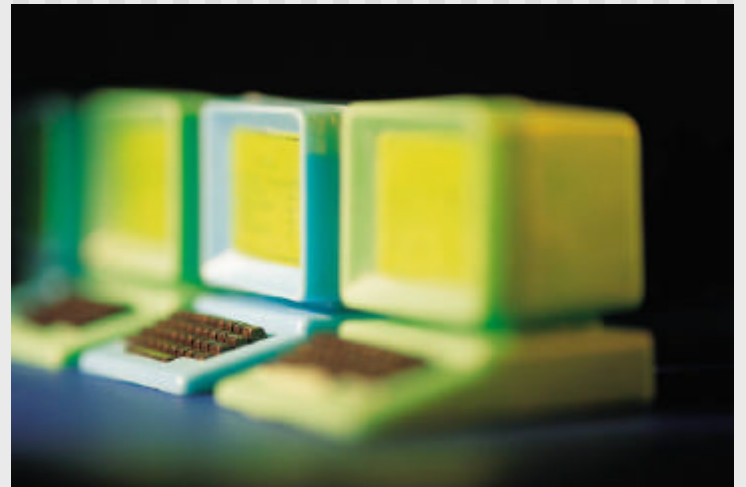
FY'03 CIO Budget

- Not conducting "business as usual"
- Operating under a continuing resolution
- Budget allocations for FSA will be determined after the strategic planning process is complete
- December is the target for the final budget
- Task orders and contracts less than $100K require Steve Hawald's approval
- Task orders and contracts equal to or higher than $100K require Terri Shaw's approval
- Special approvals are needed for hiring

Q & A

- Is the Learning Coupon in existence for the next fiscal year?

- When will there be routine dusting and vacuuming of all areas? This dust and dirt is very bad for sinuses and health.

- How about a Christmas party? At a four-star hotel?

Q & A Continued...

- Please provide a current and proposed organization chart to CIO employees.

CIO
Steve Hawald

Deputy CIO
Harry Feely

eCAD	**IT Business Services**	**Enterprise IT Services**	**Enterprise Architecture Mgmt**	**Innovations**
(A) Director Charlie Coleman	(A) Director Carol Seifert	(A) Director Michael Fillinich	(A) Director Ganesh Reddy	(A) Director Charlie Coleman

Q & A Continued...

- Will government employees have a set time frame in which their position will be terminated?

- Are outsourcing, <u>privatization</u> and <u>A-76</u> being used as a tool to replace the RIF process?

- Is it true that we are merging at ED? Also, is it true that 200 jobs will be terminated and RIF papers will be passed out?

Q & A Continued...

- Why are the employees not notified when a major change in FSA/CIO personnel takes place? For example, a short, benign statement when Bob Jamroz left, or a short communication when David Moore left FSA.

- FSA has a GREAT intern program, & much of the best, most creative projects have been conceived and/or completed by interns. Last we knew, ED's intern program was not comparable. We don't care who "owns" the intern program, but we want to make sure that the quality remains! What are your plans for it?